



Revenue and Benefit Service

Performance Report July 2022

Caseload Analysis

Position at:	Poition at 31/3/19	2018/19 In Year Movement	Position at 31/3/20	2019/20 In Year Movement	Position at 31/3/21	2020/21 In Year Movement	Position at 31/3/22	2021/22 In Year Movement	2022/23			Overall Movement since April 2011	
Banded Council Tax Dwellings									Current Position	In Year Movement	In Year Percentage Movement		
HBBC	50,359	453	50,601	242	50,852	251	51,232	380	51,498	266	0.5%	5,326	10.3%
HDC	39,739	650	40,532	793	41,554	1,022	42,590	1,036	42,941	351	0.8%	7,018	16.3%
NWLDC	44,940	733	45,564	624	46,277	713	47,189	912	47,487	298	0.6%	7,461	15.7%
Totals	135,038		136,697		138,683			Current Total:	141,926			Total Movement:	19,805
NDR Rated Assessments									Current Position	In Year Movement	In Year Percentage		
HBBC	3,181	19	3,179	-2	3,224	45	3,262	38	3,281	19	0.58%	405	12.3%
HDC	3,086	46	3,123	37	3,189	66	3,246	57	3,262	16	0.49%	646	19.8%
NWLDC	3,440	23	3,519	79	3,563	44	3,554	-9	3,573	19	0.53%	391	10.9%
Totals	9,707		9,821		9,976			Current Total:	10,116			Total Movement:	1,442
HB/CTLS Live Caseload									Current Caseload	In Year Movement	Caseload %		
HBBC	5,579	-204	5,321	-258	5,257	-64	5,257	-260	5,221	-36		-1,879	-35.7%
					Current Caseload Analysis	Joint HB/CTS	1,947	1,915	-32	37%			
						HB only	323	310	-13	6%			
						CTS only	2,987	2,996	9	57%			
HDC	3,243	-145	3,185	-58	3,210	25	3,210	-198	3,183	-27		-1,006	-31.6%
					Current Caseload Analysis	Joint HB/CTS	1,322	1,309	-13	41%			
						HB only	196	187	-9	6%			
						CTS only	1,692	1,687	-5	53%			
NWLDC	5,413	-283	5,118	-295	4,964	-154	4,964	-312	4,971	7		-2,216	-44.6%
					Current Caseload Analysis	Joint HB/CTS	2,195	2,165	-30	44%			
						HB only	224	217	-7	4%			
						CTS only	2,545	2,589	44	52%			
Totals	14,235		13,624			Current Total:		13,375				Total Movement:	-5,101

Dashboard Performance Summaries for each Council follows below:

Harborough District Council													2022/23	Year -End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Cumulative		
In month: Right Time (days)	6.9	7.1	8.9	7.3									7.6	6	
<i>Position for 2021/22</i>	12.3	10.9	12.3	7.8	7.1	7.4	5.9	6.6	6.1	7.5	2.1	4.9			10.8
In month: New Claims (Days)	14.7	13.9	16.1	15.5									15.1	15	
<i>Position for 2021/22</i>	16.8	19.3	15.9	12.0	12.4	17.1	14.0	15.2	14.0	14.0	10.5	12.4			17.8
In month: Change Events (Days)	5.5	6.5	8.1	5.5									6.4	6	
<i>Position for 2021/22</i>	9.3	10.1	12.0	7.2	6.2	6.1	5.1	5.6	4.5	6.2	1.6	3.9			10.1
Right Time profiled in month target 20/21	8.9	6.9	8.6	7.0	7.8	6.7	8.0	8.9	10.1	9.1	2.7	7.9			
New Claims profiled in month target 20/21	17.4	15.7	20.3	15.8	17.3	14.9	17.5	15.5	16.6	16.8	12.7	16.3			
Change Events profiled in month target 20/21	7.6	5.9	7.4	5.8	6.0	5.5	6.9	8.1	9.1	8.0	2.3	6.1			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.8%	20.0%	29.2%	38.2%									38.2%	98.1%	
This years profiled target															
<i>Position for 2019/20</i>	11.1%	20.4%	29.6%	38.9%	48.1%	57.4%	66.8%	75.8%	84.7%	93.8%	96.3%	98.4%			
<i>Position for 2021/22</i>	10.9%	19.8%	28.9%	38.0%	47.1%	56.3%	65.4%	74.5%	83.5%	92.5%	95.5%	98.1%			
Arrears Reduction (£m) end of month	£3.2m	£3.1m	£3.0m	£2.9m									£2.9m	INFO	
<i>Position for 2021/22</i>	£3.3m	£3.0m	£2.9m	£2.8m	£2.7m	£2.6m	£2.5m	£2.4m	£2.4m	£2.3m	£2.2m	£2.1m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	9.5%	18.5%	28.4%	37.7%									37.7%	99.2%	
This years profiled target															
<i>Position for 2019/20</i>	10.2%	19.2%	28.9%	39.0%	47.5%	56.8%	65.8%	74.5%	82.9%	92.4%	96.0%	99.1%			
<i>Position for 2021/22</i>	8.3%	16.5%	24.2%	33.5%	42.7%	52.2%	61.4%	72.6%	81.4%	89.8%	95.0%	99.2%			
Arrears Reduction (£m) end of month	£1.4m	£0.71m	£0.69m	£0.68m									£0.68m	INFO	
<i>Position for 2020/21</i>	£3.4m	£3.1m	£2.7m	£2.6m	£2.1m	£1.6m	£1.2m	£0.49m	£0.44m	£0.57m	£0.49m	£0.46m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding	£0.75m	£0.75m	£0.75m	£0.76m									£0.76m	INFO	
<i>Position for 2020/21 (£m)</i>	£0.76m	£0.74m	£0.74m	£0.75m	£0.75m	£0.75m	£0.75m	£0.75m	£0.74m	£0.75m	£0.76m	£0.75m			
HB Overpayments Recovered end of month	1%	3%	4%	6%									6%	31%	
This year sprofiled target															
<i>Position for 2020/21</i>	2%	5%	6%	9%	11%	12%	13%	16%	17%	19%	20%	27%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	2	1									3	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	0	0	0	0	0	0	0			

Hinckley & Bosworth Borough Council													Cumulative e2022/23	Year-End 2022/23 Target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	6.5	6.9	8.7	6.9									7.2	6	
<i>Position for 2021/22</i>	11.0	10.7	12.5	8.7	7.6	7.1	5.6	6.4	6.0	7.9	2.1	5.7			10.7
In month: New Claims (Days)	15.4	14.8	14.8	14.0									14.7	15	
<i>Position for 2021/22</i>	21.5	19.8	15.4	12.7	14.4	17.1	13.5	15.4	10.2	13.2	10.1	11.6			17.3
In month: Change Events (Days)	5.4	6.1	7.9	5.4									6.2	6	
<i>Position for 2021/22</i>	9.3	9.7	12.3	8.1	6.4	5.4	4.7	5.4	5.3	6.7	1.7	4.6			10.1
Right Time profiled in month target 20/21	8.3	6.9	8.9	6.1	6.7	7.4	6.9	8.4	9.2	8.5	2.6	7.8			
New Claims profiled in month target 20/21	18.1	14.3	15.4	11.7	12.8	14.2	13.3	14.7	12.5	13.3	12.1	13.2			
Change Events profiled in month target 20/21	7.4	6.1	8.1	5.4	5.8	6.3	5.9	7.5	8.6	7.9	2.2	6.7			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.6%	19.7%	28.8%	37.8%									37.8%	97.6%	
This years profiled target															
<i>Position for 2019/20</i>	10.9%	20.1%	29.2%	38.5%	47.6%	57.1%	66.3%	75.4%	84.6%	93.6%	96.0%	97.9%			
<i>Position for 2021/22</i>	10.7%	19.7%	28.8%	37.9%	47.0%	56.2%	65.4%	74.5%	83.4%	92.5%	95.2%	97.5%			
In Year Arrears Reduction (£) end of month	£5.2m	£5.0m	£4.9m	£4.7m									£4.7m	INFO	
<i>Position for 2021/22</i>	£4.8m	£4.6m	£4.5m	£4.4m	£4.2m	£4.1m	£4.1m	£4.0m	£3.9m	£3.8m	£3.7m	£3.5m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.4%	18.9%	26.2%	37.1%									37.1%	98.8%	
This years profiled target															
<i>Position for 2019/20</i>	11.9%	20.6%	29.9%	38.9%	48.4%	57.9%	66.7%	75.2%	84.3%	93.5%	96.6%	98.5%			
<i>Position for 2021/22</i>	10.8%	19.9%	26.2%	35.1%	43.8%	51.6%	58.8%	67.2%	76.1%	85.6%	94.0%	97.3%			
Arrears Reduction (£m) end of month	£1.3m	£1.3m	£2.3m	£2.2m									£2.2m	INFO	
<i>Position for 2021/22</i>	£2.9m	£2.8m	£2.3m	£2.2m	£2.1m	£2.0m	£2.0m	£1.7m	£2.0m	£0.78m	£0.78m	£0.76m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.1m	£1.1m	£1.1m	£1.1m									£1.1m	INFO	
<i>Position for 2021/22 £m</i>	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.1m	£1.2m	£1.1m	£1.1m	£1.1m			
HB Overpayments Recovered	2%	4%	5%	6%									6%	36%	
This years profiled target															
<i>Position for 2020/21</i>	2%	3%	6%	9%	10%	12%	13%	15%	17%	18%	21%	23%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	2	0	0	0									2	6	
This years profiled target															
<i>Position for 2021/22</i>	0	0	0	0	0	1	0	0	0	1	0	0			

North West Leicestershire District Council													2022/23	Year End 2022/23 target	2021/22 Same month cumulative comparison
BENEFITS	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In month: Right Time (days)	7.0	6.9	9.2	6.8									7.5	6	
Position for 2021/22	13.0	11.1	12.1	8.7	8.0	7.2	6.1	6.6	7.7	7.7	2.2	5.2			11.2
In month: New Claims (Days)	15.4	13.9	17.2	15.2									15.4	15	
Position for 2021/22	21.2	19.7	19.2	13.1	15.1	14.5	14.6	15.2	17.0	14.6	9.4	11.7			18.4
In month: Change Events (Days)	5.8	6.2	8.3	5.1									6.3	6	
Position for 2021/22	11.8	10.3	11.5	8.1	6.8	6.0	5.2	5.5	5.8	6.5	1.9	4.2			10.6
Right Time profiled in month target 20/21	9.6	7.5	9.4	7.6	7.8	7.7	7.8	8.8	9.7	7.5	2.4	7.5			
New Claims profiled in month target 20/21	17.3	16.0	18.9	15.0	14.5	14.9	15.4	13.9	17.2	14.5	11.9	13.0			
Change Events profiled in month target 20/21	8.7	6.7	8.3	6.6	6.7	6.8	6.5	8.2	8.7	6.7	2.1	6.6			
COUNCIL TAX	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	19.1%	28.1%	37.1%									37.1%	97.3%	
This years profiled target															
Position for 2019/20	10.2%	19.5%	28.5%	38.0%	47.0%	56.0%	65.4%	74.5%	83.7%	92.7%	95.4%	97.6%			
Position for 2021/22	10.3%	19.3%	28.2%	37.1%	46.1%	55.2%	64.2%	73.4%	82.4%	91.2%	94.2%	96.9%			
Arrears Reduction (£m) end of month	£6.2m	£5.6m	£5.5m	£5.3m									£5.3m	INFO	
Position for 2021/22	£5.4m	£5.2m	£5.1m	£5.0m	£4.7m	£4.6m	£4.5m	£4.4m	£4.3m	£4.3m	£4.1m	£4.0m			
NON DOMESTIC RATES	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
In Year (%)	10.0%	18.5%	28.1%	37.9%									37.9%	99.0%	
This years profiled target															
Position for 2019/20	10.0%	19.1%	32.0%	40.4%	48.3%	57.8%	65.7%	74.0%	84.1%	92.5%	96.5%	99.2%			
Position for 2021/22	9.3%	18.4%	25.9%	35.3%	43.1%	51.5%	59.8%	68.0%	74.8%	85.8%	93.2%	98.5%			
Arrears Reduction (£m) end of month	£1.7m	£1.1m	£1.2m	£1.1m									£1.1m	INFO	
Position for 2021/22	£2.5m	£4.3m	£3.9m	£3.2m	£4.6m	£4.3m	£4.5m	£2.7m	£2.6m	£2.4m	£1.84m	£0.39m			
HOUSING BENEFIT DEBT	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
HB Overpayments outstanding end of month	£1.2m	£1.2m	£1.2m	£1.2m									£1.2m	INFO	
Position for 2021/22 (£m)	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m	£1.2m			
HB Overpayments Recovered	5%	10%	11%	14%									14%	34%	
This years profiled target															
Position for 2021/22	1%	3%	5%	7%	8%	9%	10%	11%	12%	13%	14%	15%			
FRAUD	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
CTLS Sanctions gained	0	0	1	0									1	6	
This years profiled target															
Position for 2021/22	0	0	0	0	0	0	0	0	0	0	0	1			

DWP Housing Benefit Subsidy impact – ‘Local Authority Error/ Time Delay’

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,388	£10,345	£14,448	£18,945								
Upper Threshold	£4,936	£11,638	£16,254	£21,313								
Actual	£719	£941	£1,965	£2,180								
Lower Tolerance	£3,669	£9,404	£12,483	£16,765	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,218	£10,697	£14,289	£19,133	£0	£0	£0	£0	£0	£0	£0	£0
HDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£2,722	£7,657	£10,478	£13,217								
Upper Threshold	£3,063	£8,615	£11,787	£14,869								
Actual	£9	£197	£43	£43								
Lower Tolerance	£2,713	£7,460	£10,435	£13,174	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£3,053	£8,418	£11,744	£14,826	£0	£0	£0	£0	£0	£0	£0	£0
NWLDC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Lower Threshold	£4,264	£8,281	£14,418	£18,921								
Upper threshold	£4,797	£9,316	£16,221	£21,287								
Actual	£48	£5,135	£5,747	£6,118								
Lower Tolerance	£4,216	£3,146	£8,672	£12,803	£0	£0	£0	£0	£0	£0	£0	£0
Upper Tolerance	£4,749	£4,181	£10,474	£15,169	£0	£0	£0	£0	£0	£0	£0	£0

HB and CTLS Claim Activity 2021/22

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	133	160	156	146									595
Change events	1095	1597	1329	734									4755
Atlas activity	1122	1005	800	780									3707
HDC													Cumulative Totals
(SHBE)													
New claims	113	90	88	96									387
Change events	631	958	698	440									2727
Atlas activity	674	609	491	496									2270
NWLDC													Cumulative Totals
(SHBE)													
New claims	158	152	154	136									600
Change events	1073	1487	1311	659									4530
Atlas activity	1115	1181	756	822									3874

Data below for same position for last year

HBBC	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Cumulative Totals
(SHBE)													
New claims	162	159	146	163	146	133	162	152	100	171	149	161	1804
Change events	944	1427	1647	962	834	778	1453	1284	581	765	2690	864	14229
Atlas activity	927	826	727	770	772	785	795	779	738	2962	1506	1251	12838
HDC													Cumulative Totals
(SHBE)													
New claims	141	88	96	104	91	74	90	89	69	99	94	94	1129
Change events	702	882	1116	685	540	534	923	713	342	479	1648	696	9260
Atlas activity	611	544	507	469	477	479	509	502	494	1779	1077	842	8290
NWLDC													Cumulative Totals
(SHBE)													
New claims	178	140	141	147	135	135	140	163	119	139	133	175	1745
Change events	1188	1519	1673	987	835	860	1471	1275	591	769	2807	1060	15035
Atlas activity	1060	930	761	747	821	858	891	789	780	2372	1933	1359	13301

Sickness

Latest sickness position is given below:

Hinckley & Bosworth Borough Council		Annual Target 8 days	
		Month	
		June	Cumulative
Long Term		17.00	50.00
Short Term		4.00	18.00
	Days lost	21.00	68.00
FTE Average		0.74 days	2.39 Days
Profiled Target Average		0.67 Days	1.98 Days
Harborough District Council		Annual Target 9 days	
		Month	
		June	Cumulative
Long Term		39.00	39.00
Short Term		2.50	2.50
	Days lost	17.00	17.00
FTE Average		1.59 Days	1.03 Days
Profiled Target Average		0.75 Days	1.50 Days
North West Leicestershire District Council		Annual Target 8.5 days	
		Month	
		June	Cumulative
Long Term		0.00	32.00
Short Term		3.28	19.35
	Days lost	3.28	51.35
FTE Average		0.16 Days	2.31 Days
Profiled Target Average		0.71 Days	2.83 Days

Benefits Operational Team

(Housing Benefit, Council Tax Support and Fraud)

Speed of Processing

We are marginally behind end of year target, however if we apply the normal convention on rounding to full days there are no cause for concern about current performance.

LA Error and Subsidy

There has been no negative impact on subsidy as all LA's are below the lower threshold for LA error.

Managed Migration to UC

We have noted here previously the difficulties that managed migration may hold for the DWP and it has come to light that the (migration) regulations remove the requirement for DWP to return to Parliament with evidence about the pilot stage of the project (capped at 10,000 migration notices issued). That cap was inserted to require DWP to seek permission through further legislation before being able to roll out the migration project nationally.

Given that there are currently 2.6 million households still on legacy benefits, and up to half of them are vulnerable long-term claimants such as the sick or disabled, the Department will now be providing evidence to Parliament that they will be in a position to communicate successfully with the most vulnerable claimants and that claims will be transferred without any disruption to the flow of payments

Revenues Operational Team

(Council Tax, Non-Domestic Rates and Housing Benefit Overpayments)

Council Tax

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position:	38.2%	End of year target	98.1%
			<i>Position for last year</i>	38.0%

Hinckley & Bosworth

In-month collection target:	Current Position:	37.8%	End of year target	97.6%
			<i>Position for last year</i>	37.9%

North West Leicestershire

In-month collection target:	Current Position:	37.1%	End of year target	97.3%
			<i>Position for last Year:</i>	37.1%

Other matters

- Key recovery documentation Issued this month

	Reminders	Statutory Finals	Summonses
For Harborough	626	46	253
<i>22/23 Cumulative:</i>	3,759	682	2,063
For Hinckley & Bosworth	925	110	659
<i>22/23 Cumulative:</i>	5,150	924	2,775
For North West Leicestershire	890	106	742
<i>22/23 Cumulative:</i>	5,047	967	2,948

NDR (Business Rates)

In year collection rates position is as follows:

Harborough

In-month collection target:	Current Position:	37.7%	End of year target	99.2%
			<i>Position for last year</i>	33.5%

Hinckley & Bosworth

In-month collection target:	Current Position:	37.1%	End of year target	98.8%
			<i>Position for last year</i>	35.1%

North West Leicestershire

In-month collection target:	Current Position:	37.9%	End of year target	99.0%
			<i>Position for last year</i>	35.3%

Leicestershire County Council have not paid half yearly rates due for all three Councils.

Other matters

- Key recovery documentation issued this month

	Reminders	Final Notice	Summonses
<ul style="list-style-type: none"> ▪ For Harborough 	31	44	16
<i>22/23 Cumulative:</i>	<i>361</i>	<i>259</i>	<i>115</i>
<ul style="list-style-type: none"> ▪ For Hinckley & Bosworth 	72	32	11
<i>22/23 Cumulative:</i>	<i>467</i>	<i>262</i>	<i>166</i>
<ul style="list-style-type: none"> ▪ For North West Leicestershire 	35	51	21
<i>22/23 Cumulative</i>	<i>429</i>	<i>239</i>	<i>135</i>

- Ashby BIDS, 22/23 notices were issued on 18th July 2022.

Housing Benefit Overpayments

Harborough

- Debt raised this year £54,266
- Overall debt reduced by £46,281
- Collection rate against all debt (arrears and new) 6%
- Overall debt position is: £757,318

Hinckley & Bosworth

- Debt raised this year £60.891
- Overall debt reduced by £67,246
- Collection rate against all debt (arrears and new) 6%
- Overall debt position is: £1.091m

North West Leicestershire

- Debt raised this year £226,150
- Overall debt reduced by £189,114
- Collection rate against all debt (arrears and new) 14%
- Overall debt position is: £1.223m

Channel Shift Analysis (Digital Service)

Tables below illustrate how customers are transacting online for setting up direct debits to include payment arrangements, council tax change of address. This also includes viewing their own records for council tax, housing benefit, council tax support and business rates.

Connect Stats - HDC				
Service Subscriptions				
	May	June	July	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	8603	8760	8890	130
Housing Benefit Online	349	351	351	0
Landlord Online	48	48	48	0
Business Rates Online	264	266	266	0
E-Billing and E-Notifications				
	May	June	July	
Application	Total Number of Subscriptions			Difference Since Last Month
Council Tax Online	2651	2715	2770	55
Housing Benefit Online	152	153	153	0
Landlord Online	26	26	26	0
Business Rates Online	90	91	91	0
Direct Debits over the Web				
	May	June	July	
Application	Total Number of DD's Set Up			Difference Since Last Month
Council Tax Online	529	362	294	-68
Business Rates Online	17	9	3	-6
Change of Address				
	May	June	July	Total Since Live (02/10/2018)
Total for the Month	392	252	282	10351

March-17 HDC

Service Subscriptions

Application	Subscriptions
Council Tax Online	275
Housing Benefit Online	30
Landlord Online	25
Business Rates Online	22

E-billing & E-notifications

Application	Subscriptions
Council Tax Online	94
Business Rates Online	6
Landlord Online	9
Housing Benefit Online	10

Connect Stats - HBBC

Service Subscriptions

	May	June	July	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	10195	10357	10470	113
Housing Benefit Online	372	373	374	1
Landlord Online	97	97	97	0
Business Rates Online	507	511	514	3

E-Billing and E-Notifications

	May	June	July	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	5049	5151	5217	66
Housing Benefit Online	169	169	169	0
Landlord Online	35	35	35	0
Business Rates Online	402	404	405	1

Direct Debits over the Web

	May	June	July	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	408	284	217	-67
Business Rates Online	8	2	3	1

Change of Address

	May	June	July	Total Since Live (04/10/2018)
Total for the Month	334	339	361	8570

March-17 HBBC

Service Subscriptions

Application	Subscriptions
Council Tax Online	1705
Housing Benefit Online	70
Landlord Online	58
Business Rates Online	34

Ebilling & Enotifications

Application	Subscriptions
Council Tax Online	163
Business Rates Online	9
Landlord Online	4
Housing Benefit Online	8

Connect Stats - NWLDC

Service Subscriptions

	May	June	July	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	8085	8211	8343	132
Housing Benefit Online	344	345	347	2
Landlord Online	78	78	79	1
Business Rates Online	271	274	274	0

E-Billing and E-Notifications

	May	June	July	
				Difference Since Last Month
Application	Total Number of Subscriptions			
Council Tax Online	4670	4737	4820	83
Housing Benefit Online	197	199	201	2
Landlord Online	33	33	33	0
Business Rates Online	170	172	172	0

Direct Debits over the Web

	May	June	July	
				Difference Since Last Month
Application	Total Number of DD's Set Up			
Council Tax Online	340	254	217	-37
Business Rates Online	4	1	1	0

Change of Address

	May	June	July	Total Since Live (05/10/2018)
Total for the Month	410	388	430	13801

March-17

NWL

Service Subscriptions

Application	Subscriptions
Council Tax Online	195
Housing Benefit Online	21
Landlord Online	19
Business Rates Online	4

Ebilling & Enotifications

Application	Subscriptions
Council Tax Online	58
Business Rates Online	1
Landlord Online	4
Housing Benefit Online	7